**Joy Dey E-Mail:** joy\_81@rediffmail.com

**Phone:** +1-4379881079

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| **Core Competencies**  **Scrum Master for Digital Transformation Projects**  **Certified Safe 4 Agilist**  **Expertise on Azure Devops Scrum Board**  **Innovative AZDO Metrics Report Generation**  **Concept of CICD / Automation Pipeline**  **Exposure to JIRA Scrum Board**  **DB2 (700,LUW,DBA for Z/OS) Certified**  **Mainframes Level 1 Certification**  **Structured Settlements Insurance**  **LOMA 280 Certified**  **LOMA 291 Certified**  **FLMI Level -1 Certified**  **SRI 111 Certified**  **Certified in LOMA Customer Experience Essentials**  **Cloud Computing Core Concepts**  **AWS/AZURE Fundamentals**  **Software Design & Development**  **Strong Client Interaction**  **Requirement Definition**  **Project Management**  **Estimation & Resourcing** |  | **Profile Summary**   * Currently working as a Scrum Master for Structured Settlement Insurance Digital Program for Broker ART. * Driving Java/SpringBoot/API based project to develop Portal for Brokers in Structured Settlements Business. * Managed Multi year Regulatory engagement for MetLife. Developing new capabilities in phase wise manner. Strategic initiative to remove technical glitches and building new solutions. Running in Agile way with multiple tracks of associated Scrum teams. * Have consistently delivered large scale projects over $6.5 M on time and budget. Demonstrated ability to manage multiple high-profiles, complex projects smoothly. * Resourceful in analyzing business processes, determining gaps with desired state of business & proposing solutions. * Adept at troubleshooting and ensuring quality control at every stage of management process. * Significant experience of working with Customers, Delivery Managers, Project Managers and Technical Teams for securing & executing concurrent projects. * Experience in analyzing various processes/applications and recommending process modifications to achieve customer centricity, enhance operational efficiency & achieve cost saving. * Rich experience in team management activities with insightful knowledge of planning entailing analysis, design, development, testing, and configuration management. * An effective leader with proven capabilities in leading teams during the project phase, guiding members and enabling knowledge sharing among the team. * Worked in various development areas inclusive of Analysis, Design, Programming, Testing, Implementation, and Maintenance. * Possess strong communication, interpersonal, analytical and relationship management skills * Experience in operational 24x7 support, best practice trouble shooting, monitoring, capacity planning and maintenance. |

**Organizational Experience**

**May’22 - till date with Cognizant Technology Solutions, Canada in the Role of Scrum Master for Digital Project.**

**Aug’18 - Apr’ 22 with Cognizant Technology Solutions, Kolkata as Technical Project Manager & Agile Coach**

**Jun’07 – Aug’ 18 with IBM India Pvt Ltd, Kolkata in varied roles (System / Senior System Engineer, Tech Team Lead)**

**Feb’06 – May’07 with Infosys Technologies Ltd, Bhubaneswar as Software Engineer**

**Key Result Areas:**

* Experience in all facets of Software Development Life Cycle (SDLC), including requirements gathering, designing, coding, testing, and deployment.
* Driving Projects in Full Blown Agile Mode following every phase and maintaining all the Agile rituals.
* Excellent knowledge of software construction and programming.
* Diversified domain knowledge (Life Insurance – Retail & Group, Annuity - Retail & Group, Travel & Transport, Retails – Supply Chain Management system, Sales & Distribution, Aviation Industry)
* Strong experience in driving Mainframe Projects of all facets (Development/Maintenance/Support/AMS).
* Profound ability to quickly understand complex Mainframe systems.
* Superior proficiency with Mainframe application built with JCL, COBOL and VSAM.
* Good familiarity with SAS, DB2 and REXX.
* Proven ability to work in a high-pressure environment and has been promoted to Lead for the same quality in 2017. Currently working in the role of Project Manager for MetLife Insurance.
* Talented communicator with high written and oral communication skills, able to build working relationships with wide range of coworkers in team environment.
* Extremely well organized, with proven ability to multi-task and prioritize workload.
* Exceptional presentation and organizational skills.
* Sound problem solving and analytical skills.
* Promoted to Manager Role when switching from IBM to Cognizant in 2018
* Received Manager's Choice Award - 2018 1H program for demonstrating the Practice: Unite to get it done now - From SOUMMO CHAKRABARTI (Offshore Program Manager) on Feb 27, 2018.
* Promoted to Band 7A (Technical Team Lead) in 2017
* Received IBM’er Appreciation program Award for demonstrating the Practice: Unite to Get it Done now. - From SAURABH MITRA (Onshore DPE) on Dec 21, 2016.
* Promoted to Band 6B (Senior System Engineer) in 2012.
* Received Sabyasachi Award in College Level for being efficient in both Academic and Sports persona.

**Trainings**

* Safe Agilist Certified
* DB2 (700,LUW,DBA for Z/OS) Certified
* Mainframes Level 1 Certification
* LOMA 280 Certified
* LOMA 291 Certified
* SRI 111 Certified
* Annuity Principles Certified (Internal)

**IT Skills**

* DB2 for Z/OS, Adabas, SQL, VSAM
* COBOL, PL/I, Natural, CICS
* JCL, REXX, SAS
* TSO/ISPF, Xpeditor, SDSF, Spufi, File Aid, ,
* TWS (Tivoli Work Load Scheduler)
* Endevor , Changeman, Service Now
* Cloud Basics & AWS Hands On Experience (Free Tier)
* Azure Fundamentals (Overview of Tools like APICA/SPLUNK/APP DYNAMICS)
* Windows , Unix, Z/OS
* VB, Excel Macros
* C, C++, Core Java, HTML, CSS, XML, Python
* JIRA, AzureDevOPS, Target Process

**Academic Details**

* B.Tech. (IT) from Bangalore College of Engineering & Technology, Chandapura(Visveshwaraiya Technological University, Belgaum) in 2005 with 75%.

**Personal Details**

**Date of Birth: 2**1st Sep

**Languages Known:** English, Hindi, Bengali

**Marital Status:** Married

**Extra Curriculum:** Volunteer Work and Community Service via Cognizant Outreach.

**Sports Activity:** Actively participated in Varied Sports & Cultural Festivals at Organization Level.

**Significant Projects: (in reverse chronological order)**

**Cognizant Technology Solutions**

***RIS Structured Settlements (Team size 15, Role: Scrum Master)***

**Product :** Java/SpringBoot/API/Selenium (Test Automation)/CICD via AZDO

**Domain :** Structured Settlements (Group Benefits Annuity Admin, Payout & Self Service Portal)

**ALM Tools Used :** JIRA, AZURE DEVOPS, Target Process

**Description:** The objective of RIS Structured Settlements program was to create a Self Service portal for RIS Brokers/Admins/Principals of different Broker Firms who can manage their Clients Annuity Documentation and approval processing along with various kinds of metrices and Alerts.

**Role:** As a Scrum Master the primary role was to be a Servant Leader and Coach for the Workstream Team. Managing the team to ensure takeaways are tracked and milestones / deadlines / vendor asks are met and helping remove impediments for the team (risk identification & resolution). Below are the Key responsibilities

* Anchor Team momentum towards committed work established during PI
* Facilitation of team meetings including Daily Standup, Sprint Planning, Review & Retrospective Calls
* Managing incoming requests and creating Backlog items based on Product Owner Feedback
* Conduct Mid Sprint Review & Check Story Progress – See if any more stories can be pulled in or needs to be pushed out
* Setup Lock release call in case of any impediments to clear the hurdles
* Actively address and escalate identified blocking items to allow team to focus on delivering committed work
* Enforce Agile Rituals and inculcate amongst team members
* Responsible for Tracking work progress via ALM tools (Initially JIRA & Latest migrated to Azure DevOPS or AZDO)
* Facilitate Retrospection at the end of each Sprint
* Identify Best practices and ensure that they are implemented
* Participating and providing updates in Scrum of Scrums and ART sync meetings with RTE & Product Owners.
* Coordinating with Test Automation Team for seamless delivery of Test Cases in Azure Pipeline
* Setup Touchpoint calls & provide Technical/Functional direction to various teams for overcoming hurdles.
* Create various Metrics in AZDO Dashboard (Burndown, % Completion, Risk Tracker, Work Type Bucket)

***Chestnut Enhance Procedure (Team size 35, Role: Project Manager & Agile Coach)***

**Languages:** Cobol, JCL, CICS, Rexx, Java, Informatica, Cognos **Database:** SQL, DB2, VSAM

**Description:** Chestnut Project was initiated when MetLife Insurance’s Annuity Business ran into a regulatory obligation wherein they failed to locate & pay many a Annuitant and/or their Beneficiaries the Maturity Payments. This Project is aimed to locate all those missing Annuitants & Pay in a Lumpsum mode along with filling the gaps in the SOR for future tangible automated outreach & pay-outs. This program will also handle the case of escheatment to the State.

**Role:** Primary responsibility as a Project Manager is to mentor & guide the entire team in Agile mindset/culture of work, playing more of an Agile Coach role. Deriving a set of Features from a given Epic list by the customer. Breaking down the Features into tangible product backlog. Driving the team to Prioritize Product Backlog in Sprint Planning meeting. Working hand in hand with team to size story points via Planning Poker. Ensure smooth work progression of the team during the Sprint run. Ensure the team participates Daily Scrum Call to discuss on story progress & resolve impediments/dependencies on other teams. Keep an eye on Burn Up/Down chart & velocity of the team. Participate with team in Sprint retrospective. Coordinate Sprint Demo sessions. Ensure smooth intermittent release of Products in Production. Accommodate both Technical & Agile Process Audits and ensure high score. Creating Project Deliverable Agreement Document (PDAD/SOW) for Client Approval. Estimating Project in Fixed Bid mode with fixed Capacity. Laying down Project Milestones. Conduct various Internal Team meetings to understand team morale and Agile culture ingestion.

***Project Acceleration* (Team Size: 15, Role: Project Manager & Technical Analyst)**

**Languages:** Cobol, JCL, CICS, Rexx, Java, Informatica **Database:** SQL, DB2, VSAM

**Description:** MetLife is USA's one of the biggest Insurance Company. MetLife has a series of Legacy applications which they chose to tune up to save storage, increase speed, optimize code & minimize future cost. This Project namely ‘Project Acceleration’ kicked off on August 2018 which was primarily a Performance Tuning and Data Purging/Obsoleting and /or Data cleanup Project.

**Role:** Handling Project Estimation, Milestone setup, Creating Project Deliverable Agreement Document (PDAD/SOW) for Client Approval. Tracking Project Deliverable via Weekly Status Report (WSR). Host and conduct various Internal and Client meeting (WSR walkthrough with Client). Provide technical direction to the Mainframes team. Calculating the cost benefit and deriving ROI for Client. Managing and Resolving Team conflicts in a Positive Way.

**IBM India Pvt Ltd**

***ManuLife Insurance (Team Size: 10, Role: Technical Team Lead)***

**Languages:** Cobol, JCL, CICS, Rexx, SAS **Database:** DB2, VSAM

**Description:** ManuLife is Canada’s one of the biggest Insurance Company who has an Auto Adjudication system namely Clients-II which is used to assist in the processing and adjudicating Group Insurance claims. It allows on-line entry of claim information, immediate adjudication of claim submission and production of cheques, explanation of benefits and reports.

**Role:** Leading the entire show starting from Developing/Enhancing the Clients-II application along with maintenance and support. Providing the business with different Reports for Analysis via SAS. Anchoring Agile Scrum meeting on a daily basis for regular updates.

***Air Canada (Team Size: 5, Role: System Analyst & Programmer)***

**Languages:** Cobol-74, JCL, CICS, Rexx **Database:** DB2, VSAM

**Description:** Air Canada Aviation System used CrewTime Legacy Application to process all Pilots and Flight Attendants (both Mainline & Rougue) data and calculate the dollar value of Gross pay for each of them as per the Business Contract defined. These contract rules were applied to the Flight-Duty credits, Other-Duty credits, and Paid-Absence records provided monthly by the "NETLINE" system for Pilots/Flight attendants. Crew time application was scheduled to run monthly batch to generate the Payroll and feed the data to downstream People Soft Application for Cheque & other compensation processing.

**Role:** Analysis/Specs Understanding, Development, Unit Testing & Bug Fixing along with Client Interaction. Handling Monthly Payroll cycle of Air Canada crew members.

***IGA FMS Production Support (Team Size: 15, Role: IT Specialist)***

**Languages:** PL/I, JCL, Rexx, Unix Shell Script **Database:** DB2, VSAM

**Description:** FMS a.k.a Field Management System where in financial data from varied sources were received and used for the measurement of incentives and payment of commissions. The financial data is combined with customer, product, invoice, opportunity, AR Invoice and other-geography-specific data to establish a store of commissionable measurement data. HR data which contains the salary of the EE’s (Eligible Employees) is also fed into FMS. All these data fed to FMS is used to determine the employee's monthly achievement.

**Role:** Primary task was to provide L1 / L2 Production Support round the clock for all Geos (AG, EU, AP, JP,). Was part of both L1 & L2 teams. L2 Support involved executing pre-defined set of jobs configured in TWS (Tivoli Work Load Scheduler) & monitor them until completion. Fixing all kinds of Abends e.g. Space Abends, Contention, Deadlock, Resource Unavailable, Timestamp issues, Recompile issue etc. In case of Code Bug need to engage L1 team for code fix via Service Now. L1 teams primary task was to fix the bug in the code detected by L2 team & make emergency deployment or provide work around so that Production batch cycle is not halted.

***Danish Supermarket Group (Team Size: 35, Role: Application Developer)***

**Languages:** Natural, JCL, Rexx, **Database:** Adabas, VSAM

**Description:** Danish Supermarket Group is a corporation owning several Retail Chain Management stores. All the stores operate under DSG in Denmark except one (Netto) which has expanded to several neighbouring countries. IBM Global Delivery Team was responsible for Application Development/Enhancement, Defect Support Management, AMS, Migration of data from Legacy to SAP.

**Role:** As an Application Developer in Natural/Adabas Language I was involved in Effort Estimation & Design (HLD, DLD), Coding in Natural & Adabas Environment & Debugging Code via Natural Debugger, Review (Self + Peer) & Testing (UT + IT) & Deploy Code & Work on Support & Enhancement tasks.

***MODS (Team Size: 1, Role: IT Specialist for Production L2 Support)***

**Languages:** JCL, Rexx **Database:** DB2 **Security : RACF**

**Description:** MODS a.k.a Maersk logistics operational and documentation system is the heart of Maersk Logistics Portfolio. All the other application receives data from it. It can be considered as Upstream for most of the application.

**Role:** Performing L2 Support for various activities like Batch Job Monitoring and Abend Registering, Creating and Granting RACF Accesses, Job Restarts and Overrides on Failure, Creating different Reports through SPUFI, Analyzing and gathering information for CPU Performance, Different Transactions, Jobs and creating Reports.

**Infosys Technologies Ltd**

***SOR (Team Size: 15, Role: Software Engineer)***

**Languages:** Cobol, PLI, JCL, CICS, **Database:** DB2, VSAM

**Description:** SOR a.k.a System Of Records is an Enhancement project for North-western Mutual Insurance company where the whole of their Insurance System (Agent and Customer related data) is constantly being tried to convert from Legacy to CDM Seibel platform with intermediate support provided by Java. The major part taken up by legacy team is to obsolete existing code and add new one with rigorous impact analysis for data consistency and maintaining a PL/I server which updates data in batch processing as well as Real time scenario.

**Role:** As an Application Developer for Mainframes I was involved in Effort Estimation & Design (HLD, DLD), Coding & Unit Testing, Review (Self + Peer) & Deploy Code.